

Iowa Veterans Home



Fiscal Year 2005 Annual Report

A Caring Environment



Commandant Steen

Many changes have transpired at the Iowa Veterans Home (IVH) since the first veteran entered the “Old Soldiers Home” in 1887. The one thing that has not changed since 1887 is our motto, **“Iowa Forgets Not the Defenders of the Union,”** inscribed on the cornerstone of the original building. We at IVH are proud of our motto and will carry it forward into the future.

I am honored to have my first year as Commandant completed. This year has taught me that IVH is a great asset to the state of Iowa and to those who have served the United States of America. As I make presentations to civic groups and veterans organizations, I realize that we need to tell our story and get the word out to citizens and legislators about our great services and the care we provide to our state’s veterans and their spouses.

The IVH staff created a public relations video to help reach our veterans in need who are not aware of the services available to them. We are accomplishing this public awareness campaign with the help of the many veterans service organizations and the County Commissioners of Veterans Affairs.

“Iowa Forgets Not the Defenders of the Union” will not be forgotten. We have a great home for our veterans and their spouses, and you will find this reflected in this annual report. We are actively campaigning to make all veterans of the state aware that they can rely on us in their time of need, as we relied on them to protect our freedoms.

Mission

“Caring—Our Only Reason for Being”

Vision

“A partnership in service and care”

Values

- Community
- Compassion
- Accountability
- Respect
- Reverence
- Integrity
- Nurturing
- Growing

Resident Perspective

Residents enjoy many activities each week, including shopping, bingo, movies, music, coffee clubs, seasonal dinners, baseball games, arts and crafts, woodworking and many more.

Residents enjoy gathering in the Library, Gift Shop, Canteen, Little League field, leisure centers, day rooms, Chapel and many more on-campus areas.

“I have been here for over 20 years and I will be 99 on my next birthday. I have liked it here at IVH since the first day I arrived.”

Cyrus Bryngelson

“IVH is a well run facility. If I wasn’t here, I could not afford the medical and dental care I receive. It is a good policy to have incentive therapy jobs to help me afford to buy things I want. I am very thankful for our Canteen and also for all the staff that really care about the residents.”

Bill Eilers

“As a veteran I enjoy IVH. There is a lot of things to do. I’ve been an officer of the Resident Council, Bowling President and a member of the Quality Council. I like the activities here, like ceramics, going shopping and going out to eat. The staff here are excellent.”

Jerry Patton

“I think IVH is a fantastic place. It affords me the opportunity to stabilize my medications for bi-polar disorder and to further my education, with the goal of integrating back into the community.”

Brett Salemink

“My children are extremely happy about me being here, they see it as a home and not an institution. It has allowed me to use my writing skills to edit the *Stars and Stripes* resident newspaper. Being a resident representative on 3-4 committees has allowed me to represent the residents in projects.”

Ken Wilson

Admission to IVH

Applications for Admission to IVH can be obtained by contacting the County Commissioner of Veterans Affairs (located in each Iowa County). If you need assistance, contact IVH by calling 800-645-4591 or 641-752-1501.

Admission Requirements

- Veterans must be honorably discharged and eligible for care at Department of Veterans Affairs Medical Centers.
- Spouses and widowed spouses of veterans are eligible if admitted with or after the veteran has been admitted to IVH. A couple has to be married for at least one year.
- All individuals must meet residency requirements of the State of Iowa and should have a current physical exam, including lab and radiology results.
- Applications are completed through the County Commissioner of Veterans Affairs in the applicants county of residence.

Completed Applications

- Received, date-stamped, and processed for review by the Admissions Committee.
- The Admissions Committee determines the applicant's needs and the level of care required.
- If beds are not immediately available, the applicant's name is placed on the appropriate waiting list.
- When a bed becomes available, the admissions are scheduled in the order the application has been received.

In Fiscal Year 2005
IVH had 188 new
resident admissions.

In Fiscal Year 2005
the IVH admitted 19
veterans that came
from the homeless
shelters or the VA
homeless program.

Most of our
residents hear about
us through the
federal Veterans
Administration.

New Initiatives

Nurse Foot Clinic: Specialized foot care is provided to residents twice a week. Residents are also educated regarding foot care and treatment.

A new electronic incident reporting system is now operational.

All IVH staff have access to e-mail and to the KIOSK (IVH intranet).

Behavior Health Unit

IVH resident population is changing. More residents are admitted to IVH with mental health problems, substance abuse issues, or a combination of the two. To accommodate resident needs, IVH will provide these residents with a number of specially aligned therapy programs. Programs include an interdisciplinary approach with increased psychiatric and psychological interventions for the resident's benefit. For example, a behavior health unit will cohort some of the most challenging behaviors the residents display by moving the residents from open units into a smaller, more structured environment. Currently, IVH is exploring the site for the unit's location and its potential staffing.

Kaizen at IVH

Through a Charter Agency grant, IVH has worked with TBM Consulting and Department of Natural Resources on an improvement process called a "kaizen," (from Japanese meaning "good change"). IVH staff participated to improve processes in medication administration from the time the doctor writes the medication order until the medications are delivered to the unit for dispensing. The cause of the delays were identified and solutions were proposed.

The kaizen process took one week. At the end of the week, several changes were ready for implementation. The recommendations are currently working positively.

New Initiatives

Bariatric Issues

IVH resident population reflects the national obesity trend. An IVH workgroup has begun looking at ways to interrupt obesity patterns by educating residents and staff on links between overeating, inactivity, and disease, such as diabetes and heart conditions. The group tackles another issue: staff work injuries related to care for larger adults. Caring for larger adults involves a higher cost for equipment such as chairs, shower chairs, portatubs, lifts, and beds. The group has completed the first step of the program by educating staff and residents on portion sizes. The group has introduced other ideas, such as informative video tapes, mobility clinics, better utilization of the open gym, and additional physical exercises to be added to the therapeutic recreation program.

Recognition for Participating as a Charter Agency

IVH is one of five state agencies that recently received the prestigious *Innovations in American Government Award* for charter agency participation. The Innovations Award is a program of the Ash Institute for Democratic Governance and Innovation at Harvard University's Kennedy School of Government and is administered in partnership with the Council for Excellence in Government.

IVH volunteered to be a Charter Agency (CA). CA intends to re-invent Iowa state government by providing greater operating flexibility and welcoming entrepreneurial efforts. The CA grant has allowed IVH to sponsor eligible staff to attend licensed practical nurses (LPN) training and provided tuition assistance to staff. In this way, IVH nurtures its own staff and promotes and maintains its reputation as one of the best employers in Marshalltown.

Fall Prevention Initiatives:

- *Renewed efforts to reduce falls and reduce injuries associated with falls are underway.*
- *A fall prevention group looks at risk assessment from resident admission to changes that increase resident's risk of falling or sustaining a fall injury.*
- *The goal is to apply fall prevention protocol once the fall risk category is established.*
- *Resident education is provided on fall prevention strategies.*

IVH Story

Over 118 years serving as a refuge for Iowa's veterans and spouses.

Founded under the motto "Iowa Forgets Not the Defenders of the Union."

IVH has advanced both in purpose and in physical growth during its long history.

The facility consists of five main buildings located on the beautifully landscaped 157 acres.

Heinz Hall Building was constructed in 1898. Residents who are able to care for most of their own needs live in the domiciliary.

Sheeler Building was built in 1960. Sheeler houses the administrative offices, two floors of nursing care, and a dementia unit.

Loftus Building was constructed in 1969. The Alzheimers/dementia unit and one floor of nursing care are located in Loftus.

Malloy Hall was built in 1978. On the first floor, there are the Chapel, Library, Atha Dining Hall, Arts and Crafts Centers, Rehabilitation Services Office, and Gift Shop areas. The top three floors are nursing units.

Dack Care Facility was dedicated in 1981. The Nursing Administration and Resident and Family Services are located on the first floor. The top three floors are nursing units.



Nursing Services

The dedicated and caring nursing staff is comprised of Registered Nurses, Licensed Practical Nurses, Certified Nursing Assistants, Nursing Unit Coordinators, Utility Workers, and Nutritional Assistants. Each resident has a primary nurse, responsible for developing an individualized plan of care based on specific resident's needs. Each unit has an experienced RN serving as Nurse Manager. Staff receive special orientation and on-going training to ensure holistic resident care.

Specialized Nursing Services

- Wound and Skin Care for all types skin and wound conditions
- Alzheimer's/Dementia Care
- Mental Health Care
- Pain Management for chronic and terminal conditions
- Medication Management
- Rehabilitation Care
- Disease specific conditions
- Palliative Care
- Hospice
- IV Therapy, Tracheotomy Care and Tube Feedings

Nursing Services uses a Functional Nursing Care Delivery system. The system means that the Primary Registered Nurse is the team leader and the Licensed Practical Nurses and Nursing Assistants perform such activities as bathing, feeding and other nurse aides duties. This approach ensures the best possible care for the resident.

*C*ontinuity of nursing care and employee retention is enhanced by staff self-scheduling.

A Charter Agency Grant allowed IVH to send 6 staff to LPN education programs. Two staff will graduate in December 2005.

A Rehabilitation Nurse Specialist was hired in October to enhance our fall prevention program and reduce declines in activities of daily living.

Domiciliary Living

Four residents of Heinz Hall completed the smoking cessation class. Three residents remain smoke-free.

Over the past fiscal year, the daily census in Heinz Hall has risen to an average of 91.

Four utility worker positions have been created and are available for Community Re-Entry participants.

Group living for residents who can care for most of their own needs can be found in the Heinz Hall building. As younger veterans are entering IVH, program changes are being reviewed and implemented to meet their needs.

Community Re-Entry

The Community Re-Entry Program is available to qualified residents to return to community living. The program helps residents address gaps in employment history, insufficient resources, and insufficient independent living skills. Residents are assisted to secure employment and offered a variety of options to develop a comprehensive discharge plan. Residents work closely with their social worker and care team.

Smart Recovery

Smart Recovery is a self-help program that is an alternative to the 12-step programs such as Alcoholics Anonymous (AA). Smart Recovery is based on Rational Emotive Behavior Therapy, and the 90 minute sessions are facilitated by trained staff. Smart Recovery deals with all types of addictions and is designed for short-term support, unlike AA that promotes life-long attendance. Smart Recovery focuses on identifying and changing problematic behaviors and provides tools, such as cost benefit analysis, to identify cause and effect. The program will be available to the community as well in the coming year. The Smart Recovery program is the only one in Iowa.

Medical Services

Medical Services includes medical care, psychiatry/psychology services, optometry, dermatology, dentistry, laboratory, radiology, respiratory care, clinical records system, rehabilitation clinics, rehabilitation services, and the pharmacy.

FY 2005 brought many changes for the Medical Services Department, including construction of a new Medical Clinic. The Clinic offers a professional and more private setting for residents to meet with their health care providers.

Medical care providers have access to the Computerized Patient Record System (CPRS) at the Veteran's Administration Hospitals. The CPRS allows physicians to have access to the resident's health record. This greatly enhances communication between the VA Hospitals and IVH primary care providers.

Medical Records/Medical Information staff have undertaken major tasks this year, including a new electronic method of record retention, new dictating and transcribing options, and identifying an electronic process for all policies.

Pharmacy employees are investigating the possibilities of a new medication dispensing system, as well as exploring alternative, less labor-intensive, delivery methods. Both of these systems will provide more accurate methods for medication accountability.

Medical Services is staffed with five full-time Primary Care Providers and evening contract physicians.

Residents do not need to travel for Laboratory and radiology services; these services are located on campus.

A full-service pharmacy is located on campus for the convenience of our residents.

Nutritional Services

Food Services Department provides 2,100 meals each day. This equates to 766,500 meals per year.

Dietitians serve as a resource to the entire agency for food and nutritional concerns.

Food Services provide selections for over 700 special events held at IVH each year.

The Food Services Department employs 100 employees, covering a 15 hour per day, 7 days per week process. Cooking begins at 4:30 a.m. each day, with final clean-up at 7:20 p.m.

IVH employs eight dietitians who are core members of the healthcare team. Each resident is under the nutritional care of a dietitian. Upon admission and at least quarterly thereafter, each resident's nutritional status is assessed. At this time, each resident sets a nutritional goal and is provided with individualized counseling for making healthy food choices.

Approximately 1,100 trays are prepared daily and delivered to the nursing units. Trays provide meals for residents who wish to eat on their unit.

Daily, approximately 1,000 meals are served in the Atha Dining Hall. Staff provide assistance to many residents who have special needs. Residents go through the line and choose the foods they desire. Regularly, there is a minimum of two choices for the main entree and a vegetable selection. Desserts, gelatins, cottage cheese, and a salad bar are provided for lunch and supper meals.

Additionally, staff prepare individual nourishments and snacks for residents on special request. These items are delivered to the nursing units and Domiciliary.

Rehabilitation Department

Rehabilitation Services provide residents with many opportunities to be active and participate in individual or group activities. Residents are even offered an opportunity at paid incentive therapy jobs. Other therapies include physical, occupational, and speech to assist residents in achieving the highest quality of life possible. All residents are given an annual hearing screening and are assisted with hearing aids. Wheelchairs and power mobility devices are utilized by over 60% of the resident population. Maintenance and evaluation of all wheelchairs are performed to ensure resident safety and the most appropriate device selection for each resident.

The following numbers are *monthly* averages:

- 400+ activities are offered to residents
- 98% of the residents participate in recreational activities
- 178 residents participate in the paid incentive therapy program
- 130 residents receive physical therapy
- 220 residents receive occupational therapy
- 141 residents use hearing aids

One of the reasons IVH can offer outstanding care and services is the large number of volunteers that donate time every day at IVH. In Fiscal Year 2005, volunteers donated 27,192 hours of service to IVH residents.

On average 2200 patrons are served in the Library on a monthly basis.

The average number of sales in the Gift Shop per month is \$4,700. The items sold are all hand-crafted by residents.

The annual mileage for the IVH recreational bus is over 15,500 miles.

Resident & Family Services

I*VH Chaplains hold an average of 184 spiritual events each month.*

T*he “Stars and Stripes” is an informative newspaper published by residents on a monthly basis.*

T*wo Resident Councils exist and residents may choose to participate on one or both.*

Resident and Family Services primary function is to provide assistance to IVH residents and their families. Not only do all residents have a social worker assigned to them, but they also have access to the services of four chaplains (to meet their spiritual needs) and two drug abuse counselors (for assistance with substance abuse-related issues).

Social workers are important members of the interdisciplinary care team assembled for each resident. Social workers discuss the care planning process with residents and their families and invite families to participate in the process. Social workers also provide ongoing case management, direct service, information, and referrals to residents and their families.

For IVH residents, living in a long-term care facility is quite an adjustment. Social workers and chaplains serve as advocates for residents to assist them with the transition to IVH. Also, social workers offer direct counseling for coping with daily living, dealing with losses, relationship problems, conflict resolution, contacting family or friends, or planning a home visit. Social workers help with financial matters, resident's rights issues, and confidential matters.

The Veterans Memorial Chapel is used to conduct weekly worship services. For spiritual care, chaplains provide religious instruction and unit visits. If needed, chaplains provide pastoral counseling. Residents, families, and friends are always welcome to use the Chapel for personal prayer and meditation.

Employee Services

The Employee Services Department is comprised of three functional areas: Staff Development and Training, Employee Health and Wellness, and Personnel/Payroll/Benefit Administration. Employee Services provides assistance and services to the 779 full-time and 117 part-time employees that make up the IVH workforce.

Staff Development and Training

IVH is committed to having a highly skilled workforce and offers educational opportunities on a wide variety of topics to staff. To support this commitment, training funds are allocated to each department. 400 educational sessions were held on campus during FY 2005, and 220 off campus sessions were attended.

To address the shortage of qualified Licensed Practical Nurse (LPN) applicants, the IVH received a Charter Agency Grant of \$50,000 to be used for tuition assistance for IVH Nursing staff enrolled in the LPN training at Iowa Community Colleges.

Employee Health and Wellness

Because employee wellness is very important, IVH is a member of the Iowa Wellness Council and has an internal Wellness Committee. The Wellness Committee's goal is to keep employees well and productive. The Committee is self-supporting and offers many services to staff, including aerobics classes, blood drives, an annual "Winter Wellness Program," reimbursement of the entry fee for participation in a community 5/10K walk and the Community YMCA's Indoor Triathlon. The Committee sponsors staff in the American Cancer Society's Relay for Life and the Muscular Dystrophy's Lock Up.

IVH employs 4.1% of the state of Iowa workforce.

The average length of employment at IVH is 11.21 years.

The annual turnover rate is 12%. National surveys indicate an average of 40% to 100% turnover rate in long-term care.

IVH promoted 36 employees in FY 2005.

Facility Improvements

Upcoming Improvements:

- *Enlarge resident finance area in the Admissions Office*
- *Establish a Behavior Health Unit and possible construction of a new building*
- *Replace 9 nurse calling systems on the units*
- *Installation of a sidewalk to the Little League field on campus to allow greater resident access.*

Medical Clinic

Renovation of the former Sheeler kitchen into a new Medical Clinic was completed this fall. The renovation brought all medical providers together. The new clinic provides residents with more of a “community” type setting to see their health care provider. This allows IVH to move closer to a more “home-like” environment and away from the hospital-type setting where residents are seen on their living units.

Clothes Closet

IVH offers residents free donated clothing in the “Clothes Closet.” The demand on the Clothes Closet exceeded its ability to meet needs of the residents, particularly those in wheelchairs. A storage area in the basement was renovated to greatly expand the area. A double entry door was installed along with hanging racks and a drop ceiling. The renovation and expansion were done to provide a shopping experience similar to a regular department store.

Employee Services

Employees Services Department was renovated to allow the Employee Health Nurses to be in the same area with Personnel. This allows to better serve IVH current employees as well as those applying for IVH employment. The renovation helps to present IVH as the “Employer of Choice” in health care delivery in a nursing home setting.

Performance Improvement

Continuous commitment to quality improvement is on the forefront at IVH. In addition to improvement efforts, data collection and monitoring, the Performance Improvement Department includes the Safety Officer, Regulatory Compliance Officer, and HIPAA Compliance Officer. (IVH performance plan measures can be found on pages 18 and 19.)

IVH's philosophy is to listen and learn from our residents and employees; therefore, each group is surveyed annually and the results of the surveys drive IVH improvement efforts. In calendar year 2004 residents indicated an 85% satisfaction rate, and for the past three years employee satisfaction has been rising.

The Environment of Care (Safety) Committee's goals are to provide a safe, functional, and supportive environment for all residents, staff, family members and others. This committee helped to lower the lost work day incident rate from 4.0 to 3.3 during this fiscal year. (The national average for nursing facilities is 5.8.) Three major disaster drills were held this fiscal year: two fires and one tornado. All staff attended a safety in-service and 787 staff were trained to put out an actual fire using fire extinguishers.

IVH is a HIPAA compliant agency and all staff are trained annually on HIPAA regulations. Additionally, IVH is held to the standards of many regulatory agencies including state and federal codes and rules, healthcare regulations, and safety regulations. Meeting and exceeding regulatory requirements is a priority for IVH.

An avenue for resident and employee participation is the Quality Council, aimed at improving the living and working environments at IVH. Both residents and employees can participate.

The IVH Environment of Care Committee won the 2005 Governor's Golden Dome "Team of the Year" award.

All nursing staff have access to computers and intranet.

Performance Measures

T*he IVH Performance Plan is communicated to all residents and staff.*

N*ew employees are involved in a mentoring program.*

- Target: 5%
- Actual: 50%

I*VH will be at or below the state average for quality indicators.*

- Target: 80%
- Actual: 70%

The IVH Performance Plan includes measures that continually guide the Agency toward providing the best possible care for Iowa veterans and their spouses or widows. Some IVH performance goals and accomplishments for the year are presented below:

IVH focuses on resident pain reduction

- Target: 11%
- Actual: 7%

Serve 3 nursing units in the Medical Clinic by the end of FY05. The Clinic was still under construction and not accepting residents. The Clinic actually began operations on September 9th.

Residents served in the Alzheimer/Dementia units

- Target: 85
- Actual: 75

An emphasis was placed on the Community-Reentry Program in FY05; however, it was in the fine-tuning stages so there were no participants. Currently, there are two residents participating in the program.

The number of residents transferred out monthly for hospitalization

- Target: 5
- Actual: 4

Performance Measures

Reduce accounts receivables that are over 60 days past due by 15%. Accounts receivable was \$35,082 higher than one year ago. However, the total amount collected from residents increased from \$14 million to \$14.5 million.

Schedule residents for admission to IVH

- Target: 215
- Actual: 188

310 admission applications will be received from prospective residents. The actual number for FY05 was 274. A Marketing Director was hired at the end of FY05 to help the application process.

Complete maintenance emergency work orders within 24 hours.

- Target: 95%
- Actual: 89%

The maintenance work order system will go through a Kaizen process in FY06.

95% of trays in serving lines have food temperatures that meet customer satisfaction. Actual satisfaction was 77%. (IVH met all regulatory food temperatures.)

Complete housekeeping work orders within 48 hours

- Target: 75%
- Actual: 88%

Reduce write-offs of bad debt from deceased / discharged residents by 10%. Write-offs increased \$5,714 in FY05.

E*mployees attend training seminars:*

- Target: 940
- Actual: 946

C*ensus increase in the Domiciliary:*

- Target: 88
- Actual: 91

C*omplete grant applications:*

- Target: 2
- Actual: 0

One grant application was pending, but not completed until FY06.

Financials

To supplement resident's income, IVH offers incentive therapy jobs.

- Residents are paid minimum wage for incentive therapy positions.

- Nursing care residents can keep \$65 and Domiciliary residents can keep \$125 of their earnings each month.

For resident convenience, IVH offers on-site banking services. Residents can deposit and withdraw funds. If assistance is needed or requested, IVH staff will pay resident bills. Residents receive monthly statements of all their banking transactions.

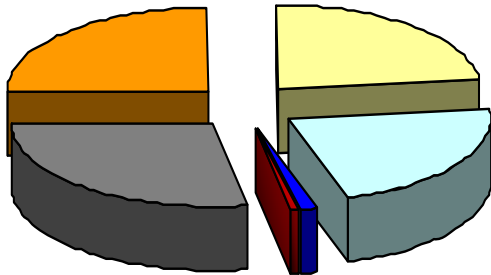
Business staff assist residents to enroll in all programs that residents are eligible for at the state or federal level. Based on these entitlements, residents are billed according to their ability to pay. The first \$120 of each resident's income is kept to be used by the resident for his/her own needs or wants. Additional benefits, for example canteen books, are offered to indigent residents.

EXPENDITURES for FY 2005:

Personnel Services	\$47,297,418
Professional & Outside Services	\$ 3,163,043
Drug Costs	\$ 1,719,403
Equipment (Purchased & Leased)	\$ 1,073,832
Food	\$ 1,298,466
Utilities	\$ 1,204,854
Workers Compensation	\$ 561,763
Other Supplies	\$ 579,650
Medical Supplies	\$ 748,938
Equipment Maintenance & Repairs	\$ 377,143
IntraState Reimbursements	\$ 558,604
Travel & Vehicle Depreciation	\$ 290,435
Miscellaneous	\$ 114,424
Equipment Rentals	\$ 94,093
Communications	\$ 83,701
Total Expenditures	\$59,165,767

Financials

REVENUE SOURCES FISCAL YEAR 2005



STATE APPROPRIATION	27.6%
MEDICAID	24.9%
RESIDENT SUPPORT	23.3%
DEPT. OF VETERANS AFFAIRS	22.3%
MEDICARE PART B	1.4%
MISCELLANEOUS INCOME	.5%

A. Operating Costs by Funding Source

State's share	\$	16,309,443	27.6%
Medicaid	\$	14,715,670	24.9%
Resident's Participation & Net Carryforwards	\$	13,774,626	23.3%
VA per diem, drug reimbursement & telemedicine	\$	13,219,026	22.3%
Medicare Part B	\$	856,104	1.4%
Other revenues	\$	290,898	0.5%
* Total Operating Costs	\$	59,165,767	100%

B. Member Days

Veteran Days	222,778	87.8%
Non-Veteran Days	31,018	12.2%
All Member Days	253,796	100.0%

IVH wishes to thank the Veterans Service Organizations and other community groups and individuals for their donated time, talents and funds.

Working closely with the federal VA reduces costs to IVH. IVH is able to purchase products through the federal pricing contract. Occasionally, the VA provides equipment, such as wheelchairs and hearing aids, to IVH residents.

Community Partnering

Little League Baseball: Residents can be found enjoying baseball games right at IVH. The Resident Council operates the concession stand and the field is maintained by IVH staff. Funding for the field came from the UAW Region 4 Veterans Fund Drive donation of over \$32,000.

Fourth of July activities—this year's celebration was an outstanding success for our residents, staff, families, and community.

IVH Employee Blood Drives

IVH and ABM (contracted housekeeping) staff donate blood through the Blood Center of Central Iowa twice each year. Since 2000, these employees have donated over **806** pints of blood, and are proud of it.

Emergency Food Box Donations

For the past 26 years, IVH residents and staff hold food and fund drives to assist the Marshall County Emergency Food Box. This year IVH efforts resulted in a monetary gift of \$3,200 and the collection of 300 food items.

IVH Appreciation Week

Residents, families, and community members can be found enjoying the many events at IVH during the annual IVH Appreciation Week. Events include an antique tractor and small engine show, patriotic bingo, several music events, a farm animal show, an old-fashioned ice cream social, and pie auction.

3rd Annual IVH Music Festival & Salute to Those Who Served

The Music Festival was special this year because it honored IVH resident Don Laughlin for spearheading and driving his dream of a music festival at IVH. In the future, this event will be known as the Don Laughlin Music Festival. Five bands, talented residents and staff performed for an audience of over 500.

Riding for Veterans

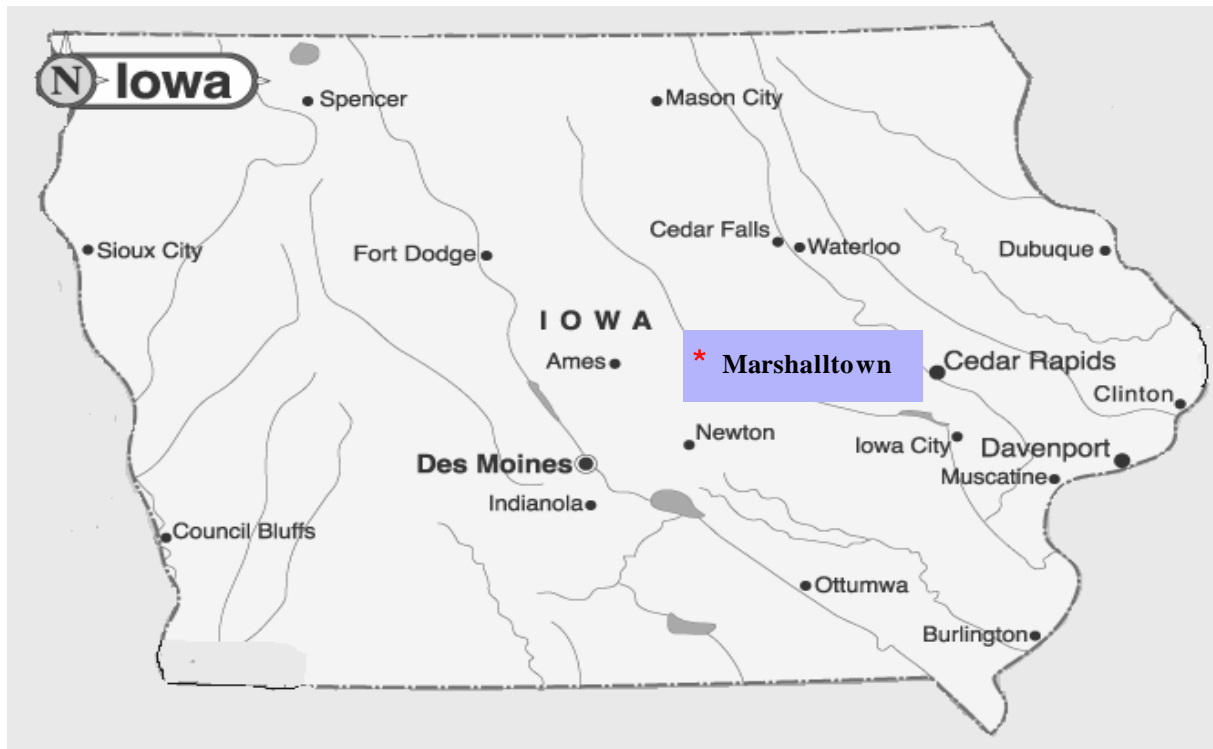
A team of 18 staff and friends headed out on the "Riding for Veterans" RAGBRAI team. Not only did they ride across Iowa, but also they visited veterans organizations, handed out brochures, and shared IVH information.

Stop by for a Visit

Please share our story with anyone who may benefit from our healthcare and other programs.

For more information about IVH or to request a visit, please contact us at 641-752-1501 (switchboard) or 641-753-4309 (Commandant's Office).

Visit us on the Web at: www.state.ia.us/iavetshome



Please stop by IVH for a tour if you would like to see the beautiful campus and facilities first-hand. To schedule a tour please call 641-752-1501 or 800-645-4591

For genealogy requests please contact 641-753-4391 (Roxy West) or e-mail her at roxana.west@ivh.state.ia.us.



*Presented to you on behalf of the Iowa Veterans Home residents and staff
December 2005*